

16 January 1980

STAT MEMORANDUM FOR: [] Executive Officer to the Deputy
Director for Administration

SUBJECT: Cafeteria Committee Survey

1. Attached are the survey and its covering letter that the Cafeteria Committee wants to distribute to employees at Headquarters
STAT and [] The survey has four purposes:

- (1) To see if people feel strongly enough about the cafeterias to justify our putting a lot of effort into trying to change things.
- (2) To help us establish priorities for changes that are desirable.
- (3) To identify what price (in terms of money or hours of use) people would be willing to pay to effect changes in the cafeterias.
- (4) To identify current eating patterns in order to determine how many people would use the cafeterias if they were improved and to identify the costs of alternatives to eating in the cafeterias.

2. The survey was drafted by OPLA's Analytical Methods and External Research Division and the Research Branch of OMS/PSS. They and we feel the questionnaire is well designed and will accomplish our purposes.

3. Please let me have your reaction by 30 January.

[]
Chairman
Employee Cafeteria Committee

STAT

16 January 1981

TO THE EMPLOYEE:

You are among the employees at Headquarters and who have been randomly selected to receive this questionnaire. The purpose of this questionnaire is to determine attitudes about the cafeteria and its services and to elicit comments and suggestions for improvement. Even if you only rarely use the cafeteria, you are encouraged to make specific comments and suggestions in the space provided at the end of this questionnaire.

STAT

Your views are important and all suggestions will be given serious consideration. If we are able to determine what it will take to increase employee satisfaction with the cafeteria and its services, you may be sure that we will make every effort to implement the necessary changes.

This is a good opportunity for you to make your views known. It should take no longer than 15 minutes to complete the questionnaire. Please return it within 5 working days, just fold and staple the booklet so that the preprinted address is showing and put in the Agency mail.

Thank you for your cooperation,

William N. Hart
Acting Deputy Director for Administration

1. How often do you buy food or drink in the cafeteria?

(Please use the scale below. Select the letter which corresponds to the frequency of usage and write that letter in the column labeled "Frequency." In the next column, indicate the time of day you usually make these purchases. In the last column, enter an estimate of the amount of money you normally spend.)

- | | |
|------------------------|-------------------------|
| a. Daily | d. 1 to 3 times a month |
| b. 3 to 4 times a week | e. Very rarely |
| c. 1 to 2 times a week | f. Never |

<u>Period</u>	<u>Frequency</u>	<u>Usual Time of Day</u>	<u>Amount Spent</u>
Breakfast	_____	_____	_____
Morning Break	_____	_____	_____
Lunch	_____	_____	_____
Afternoon Break	_____	_____	_____
Dinner	_____	_____	_____

2. Which statement best describes your lunch eating habits?

- a. I don't normally eat lunch.
- b. I normally buy lunch in the cafeteria.
- c. I usually brown bag and eat it in the cafeteria.
- d. I usually brown bag and eat it at desk or elsewhere.
- e. I usually use vending machines to buy lunch.
- f. I usually eat in area fast food restaurants.
- g. I usually eat in other area restaurants.
- h. Other _____

2a. If you answered e, f or g to Question 2, above, how much do you usually spend for lunch? _____

3. In this question, you are asked to evaluate certain aspects of the cafeteria. (If you use the cafeteria rarely, place a check mark here _____ and skip to question 4.) Look at each aspect (A through K) and choose the adjective which most nearly describes your evaluation of that aspect. Place an "x" in the box which corresponds to your choice. (NOTE: The spaces to the left of the aspect numbers below are for use with question 3a).

EXCELLENT
GOOD
SATISFACTORY
MEDIOCRE
POOR, BUT
TOLERABLE
POOR, BARELY
TOLERABLE
TOTALLY
UNSATISFACTORY

- ___ a. Length of line for silverware
- ___ b. Availability of silverware.
- ___ c. Line length for food
- ___ d. Range of food selection
- ___ e. Service at food station
- ___ f. Size of portion
- ___ g. Line length for cashier
- ___ h. Cashier service
- ___ i. Tastiness of food
- ___ j. Value of food for price paid
- ___ k. Eating environment

3a. Now look again at the item above and decide which aspects would have to improve either to raise your level of satisfaction with the cafeteria or get you to use it more. For those aspects which need improvement, determine the order of their importance to you and rank them from most important to least important. Place the number one (1) in the space to the left of the item of the one you consider most important to improve, two (2) in the space for the next most important, etc.

4. How much more would you be willing to spend for lunch in the cafeteria if there were a concomitant improvement in the food or the service?

- a. No more
- b. Up to 10% more
- c. 10 to 25% more
- d. 25 to 50% more
- e. 50 to 100% more
- f. More than twice as much

5. Would you be willing to use the cafeteria for lunch at different times (earlier or later) than you now do if that would lead to an improvement in service or food quality?

- a. Yes
- b. No
- c. Possibly

6. How much influence do you perceive the cafeteria as having upon your overall satisfaction where you work?

a. The cafeteria is the most important part of my working environment; any change in its quality - for better or worse - would greatly affect my overall satisfaction with where I work.

b. The cafeteria is a major part of my working environment; any change in its quality would substantially affect my overall satisfaction.

c. The cafeteria is a moderate part of my working environment; any change in its quality would noticeably affect my overall satisfaction.

d. The cafeteria is a minor part of my working environment; any change in its quality would affect my overall satisfaction, but only to a small degree.

e. The cafeteria is but a trivial part of my working environment; any change in its quality would barely affect my overall satisfaction.

f. The cafeteria is a totally unimportant part of my working environment; any change in its quality would not affect my overall satisfaction at all.

7. Where do you work?

a. Headquarters

b.

c. Other _____

8. What is your grade (or other pay scale equivalent) ? _____

9. How many years have you worked for the Agency? _____

10. What is your sex?

a. Male

b. Female

PLEASE USE THE SPACE BELOW TO EXPRESS YOUR VIEWS ABOUT THE CAFETERIA WHICH YOU THINK WERE NOT ADEQUATELY COVERED IN THIS SURVEY. POSITIVE, CONSTRUCTIVE COMMENTS, AS WELL AS NEGATIVE COMMENTS, WILL BE GREATLY APPRECIATED.